I. Mailroom Policy:
   A. The Mail Room receives and processes daily mail for all campus departments. Mail received from the US Postal Service for which postage has been paid will be delivered to campus mail boxes. To allow time for sorting and for best mail service, mail should be picked up in late morning or in the afternoon. This is especially true of Mondays or days after holidays.

   1. Departments must notify the mailroom by phone or email, when package(s) are being delivered that may be hazardous, refrigerate/freeze, or need special attention.

   2. All Mail to the Department/Faculty/Staff is the responsibility of the department. Mailroom staff is not permitted to discard any mail for departments. All mail for past or present employees from the department should be issued to the replacement or the department head that can define the importance of the unclaimed mail.

   3. The mailroom staff will attempt to make deliveries of packages weighing over 10 lbs as they are able. Any packages weighing 10 lbs. or less should be picked up daily by the departments.

   4. Please bring your key when picking up mail from your mailbox.

   5. For zip code information, please call the U.S. Postal Service (USPS) at 657-5709.

   6. Canadian Postal Codes can be found on Canada Post's website at www.canadapost.ca.

   7. The U.S. Postal Service located at 841 S 26th St in Billings is open from 8:00 a.m. to 6:00 p.m.

   8. MSU Billings mailroom hours are from 8:00am to 5:00pm.

II. Departmental Account Numbers
   A. On all out-going mail and business reply envelopes, a departmental index number must be on the envelope under the return address. This is necessary so the Mail Room can recharge your account for postage.

   1. Improperly prepared outgoing mail will be opened to identify the department and returned to the department for account identification.

   B. Monthly, all postage expense incurred by a department is charged to that department and reported to fund controllers on a statement of charges.

III. Campus Communications
   A. Campus communications involving official campus business will be delivered to campus mail boxes. Only official campus correspondence is to be sent through campus mail in "campus communications" or MSU Billings "return address" envelopes. Do not send campus mail to just a name; please include the departmental name as well as the person's name.

   1. Please separate mail going to campus addresses from that going off campus. That way you will not be charged postage for the on campus mail.
IV. Residence Halls Communications  
   A. Do not include the residence hall mail as out-going, off campus mail. Residence hall mail is considered Campus Communication and should be clearly labeled as such.

V. Outgoing Mail  
   A. Outgoing first class mail must be received in the mail room no later than 3:00 p.m. daily in order to be processed the same day. If you have a mailing that must go out immediately, please do not wait until 3:00 to get it to the Mail Room.

   B. All mail is sent first class unless otherwise specified. The mail room can insure or send registered or certified first class mail. It is necessary to specify when special handling is required. Federal Express service is available.

   C. Regular size (#10) envelopes may be left unsealed. They can be sealed by the postage machine if the flaps are left extended (overlapping each other). When putting mail in envelopes, please make sure that the contents are completely in the envelope so contents do not fall out and the flap can be sealed easily.

   D. Envelopes of odd size or large envelopes must be sealed by the sender. The sealing machine cannot handle these odd sizes.

   E. If you must use paper clips on the contents of envelopes, please make sure that the paper clips are at the bottom of the envelope; otherwise the envelope will jam in the machine.

   F. PLEASE DO NOT PUT LARGE CLAMPS IN ENVELOPES.

VI. Tracking Packages  
   A. In order to track your packages you must have the tracking number off the package.
      1. FedEx
      2. UPS
      3. USPS

VII. Foreign Mail  
   A. Please separate foreign mail from the remaining mail bundle. Names of foreign countries must be included on foreign mail, and the country's name must be spelled out. Do not abbreviate a foreign country's name. EXAMPLE: "Canada" must be spelled out on mail going to Canada. It is not correct to just indicate the Canadian Province, or to abbreviate "CA" -- this is the USPS abbreviation for California. Canadian Postal Codes can be found on Canada Post's website at www.canadapost.ca. Appropriate customs forms must be filled out for all foreign packages. Customs forms may be picked up from Mail Room.

VIII. Business Reply Mail  
   A. Please be sure that the departmental account number is on all business reply envelopes. The USPS has strict requirements on Business Reply Mail. Please contact the Mailroom Supervisor for specifications before you have envelopes printed.